

RMD Bulletin

Knowledge is power...

OHC POLICY REMINDER



Revenue Management Division (RMD) would like to remind all providers of the current Department of Mental Health (DMH) policy and procedure regarding clients with Other Health Coverage (OHC). According to DMH Policy No. 401.8, Prepaid Health Care Treatment and Billing:

If private prepaid health plan members present themselves at a DMH directly operated clinic or contract agency, the members should be advised that their health care plan is responsible for managing their care. Except in cases deemed “medically necessary,” members should be referred back to their respective plans unless the prepaid health care plan or the client, as appropriate, is willing to pay for the full cost of their care.

The policy further states that in all cases, if a client with OHC chooses to receive their care through DMH, authorization **MUST** be obtained from the carrier before any services can be rendered. If the OHC does not provide authorization or if the claim is not paid in full, the client must be informed that he or she is responsible for the unpaid portion of the cost of care. If the client has Medi-Cal in addition to OHC, Medi-Cal becomes responsible for the clients liability and the client is not to be billed. (Refer to RMD Bulletin No.: NGA 12-018, Clients With Other Health Coverage: A Reminder About Insurance Billing for more detailed information.)

Please note that the staff completing the financial screening is not to make the determination to turn away a client; this decision is between the client and the therapist. It **is** the responsibility of this financial staff to inform clients of their existing coverage under their OHC, and their responsibilities under our DMH policy. In addition, staff must **NOT** advise clients to drop their current Health Maintenance Organization (HMO) coverage. Doing so may jeopardize their physical healthcare coverage.

Ensuring that our clients receive the proper care is our first priority; providing the correct information will help DMH provide better service.

We're here to help you...

If you have any questions or require further information, contact RMD at (213) 480-3444 or via e-mail at RevenueManagement@dmh.lacounty.gov.